



CAMPBELL
STEPHENSON
ASCOLESE LLP

4807 Spicewood Springs Road
Building 4, Suite 201
Austin, Texas 78759
T: 512-439-5080
F: 512-439-5099

SEP 02 2005

Docket No.: SBL0012US

August 30, 2005

Mail Stop AF

COMMISSIONER FOR PATENTS
P. O. Box 1450
Alexandria, VA 22313-1450

Re: Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi
Assignee: Siebel Systems, Inc.
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL COMMUNICATION
QUEUEING USING ROUTING AND ESCALATION RULES
Serial No.: 09/895,456
Examiner: Marie C. Ubiles
Docket No.: SBL0012US

Filed: June 29, 2001
Group Art Unit: 2642

Dear Sir:

Transmitted herewith are the following documents in the above-identified application:

- (1) Return Receipt Postcard;
- (2) This Transmittal Letter (1 page) (*in duplicate*); and
- (3) Response To Final Office Action (13 pages).



No additional fee is required.



The fee has been calculated as shown below:

CLAIMS AS AMENDED

| | Claims Remaining <u>After Amendment</u> | | Highest No. <u>Previously Paid For</u> | | Present <u>Extra</u> | <u>Rate</u> | | Additional <u>Fee</u> |
|--|--|-------|---|---|-------------------------|-------------|----|--------------------------|
| Total Claims | 32 | Minus | 36 | = | 0 | x \$ 50.00 | \$ | 0.00 |
| Independent Claims | 4 | Minus | 4 | = | 0 | x \$200.00 | \$ | 0.00 |
| <input type="checkbox"/> Fee for Request for Extension of Time | | | | | | | \$ | <u>0.00</u> |
| Total additional fee for this Amendment: | | | | | | | \$ | <u>0.00</u> |

Conditional Petition for Extension of Time: If an extension of time is required for timely filing of the enclosed document(s) after all papers filed with this transmittal have been considered, an extension of time is hereby requested.

Please charge our Deposit Account No. 502306 in the amount of \$ 0.00

Also, charge any additional fees required and credit any overpayment to our Deposit Account No. 502306.

Total: \$ 0.00

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop AF, COMMISSIONER FOR PATENTS, P. O. Box 1450, Alexandria, VA 22313-1450, on August 30, 2005.

[Handwritten signatures and initials over the box]

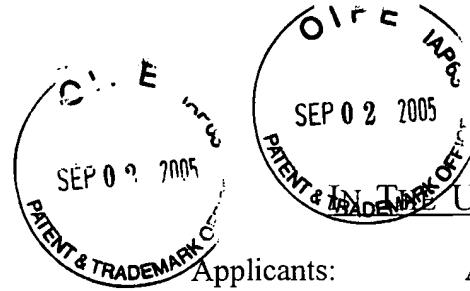
Attorney for Applicants

8/30/2005

Date of Signature

Respectfully submitted,

[Handwritten signature]
Jonathan N. Geld
Attorney for Applicants
Reg. No. 44,702



PATENT

UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi
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RESPONSE TO FINAL OFFICE ACTION

Dear Sir:

This paper is responsive to the Office Action dated June 30, 2005, having a shortened statutory period expiring on September 30, 2005. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No Amendments to the Specification are presented in this paper.

No Amendments to the Claims are presented in this paper. However, a current listing of the claims begins on page 2 of this paper.

No Amendments to the Drawings are presented in this paper.

Remarks begin on page 7 of this paper.